

MS Canada

Manager, Donor Experience

We're inspired by the vision of a world free of multiple sclerosis (MS). MS is a neurological disease of the central nervous system (brain, spinal cord) and Canada has one of the highest rates of MS in the world. People affected by MS are at the heart of our work and our mission is to connect and empower the MS community to create positive change. We connect the MS community to programs, information, research and to each other while they are on their MS journey. We collaborate with researchers, donors, partners, volunteers, people living with MS, caregivers, and health professionals to drive progress forward and make meaningful impact. Whether improving the lives of Canadians today or supporting groundbreaking research to end MS tomorrow, we work together as a community—and you can be a part of that. Our team is looking to fill a current vacant position of Manager, Donor Experience. This is a full-time position working 35 hours per week anywhere in Canada. **Please apply by February 11, 2026.**

Discover. Innovate. Act

We are guided on the journey to end MS through discoveries, innovation, and collective action. This strategy connects the MS community through our common goal of a world free of MS. Together, we work to advance treatment and care, enhance well-being, understand, and halt disease progression and ultimately prevent MS..

To learn more about MS Canada, the impact we make, and what makes this a great place to work, we encourage you to visit www.mscanada.ca.

The impact you will have:

MS Canada is seeking a strategic, innovative, and proactive Manager, Donor Experience to enhance and expand the organization's fundraising capacity. The Manager, Donor Experience plans, designs, and implements strategies for cultivating and stewarding prospective, new and existing donors through consistent and compelling events and outreach. The Manager works collaboratively across MS Canada including members of the Board of Directors, Volunteer Community, Executive Team, Philanthropy Team, and Staff to action an optimal donor experience through timely and meaningful communications and outreach that deepens donor engagement, retention and pride of association.

Our ideal candidate:

- *Has 3–5 years of experience in donor stewardship, donor experience, or fundraising within a complex organization (required).*
- *Has proven ability to plan and deliver high-quality donor cultivation and stewardship activities, including events, impact reporting, and personalized communications.*
- *Has strong project management skills with experience managing multiple priorities and stakeholders.*
- *Has excellent written and verbal communication skills, including philanthropic writing for donor-facing materials.*
- *Has demonstrated ability to collaborate effectively with relationship managers, senior leaders, volunteers, and board members.*

- *Has experience with CRM systems (e.g., Salesforce) and donor communications tools; experience with graphic design or materials production (considered an asset).*

What we offer

At MS Canada, we provide impactful and rewarding career opportunities. We have a comprehensive total rewards package that includes:

- Starting salary within the range of \$70,000-\$76,000
- Competitive health and dental benefits package, spending accounts, and gender affirmation coverage,
- Opportunity to secure your financial future with retirement plan matching,
- Investment in your professional growth and development,
- Generous paid time off including an extended office closure at the end of the year and half day Fridays before long weekends,
- Support work life balance through flexible schedules and hybrid work arrangements

Don't meet every single requirement? Studies have shown that some candidates are less likely to apply to jobs unless they meet every qualification. We're committed to building a diverse, inclusive, and authentic workplace—so if you're excited about this role but your experience doesn't align perfectly, we encourage you to apply anyway. You may be just the right candidate for this or other roles.

We are committed to accommodating applicants' needs throughout the recruitment process. Please indicate accommodations as required.

We would like to acknowledge that the land on which we work and operate spans across the traditional territories of many First Nations, Métis, and Inuit peoples. We recognize and honor the enduring presence, contributions, and resilience of Indigenous communities throughout Canada's history. We acknowledge our responsibility to understand, respect, and support the diverse indigenous nations and their ongoing relationships with the land.

As part of our recruitment process, we use AI-enabled tools to assist with summarizing applicant information and anonymizing applications. This helps reduce potential bias and ensures a fair and consistent experience for all candidates. Final hiring decisions are always made by our hiring teams.

All positions at MS Canada will require a background check in compliance with our Screening Measures Policy.